

## **DAS CUSTOMER COUNCIL MINUTES: July 30, 2012**

*A regular meeting of the DAS Customer Council was held on Monday, July 30, 2012, in Conference Room 7 on A-Level of the Hoover Building in Des Moines, Iowa. The meeting was called to order by Chair David Roederer at 3:00 p.m.*

### **MEMBERS PRESENT**

Shane Antle, Department of Public Safety  
Cindy Axne, Department of Natural Resources (DNR)  
Mary Bowser, Department of Human Rights (DHR), Alternate for San Wong  
Mike Carroll, Department of Administrative Services (DAS), Vice-Chair  
Chris Kramer, Department of Cultural Affairs, Alternate for Mary Cownie  
Deborah Krueger, Iowa College Student Aid Commission  
Steve Larson, Department of Commerce – Alcoholic Beverages Division (ABD)  
David Roederer, Department of Management (DOM), Chair  
Jean Slaybaugh, Department of Human Services  
Peggy Sullivan, Judicial Branch  
Margaret Thomson, Iowa Department of Agriculture and Land Stewardship  
Lee Wilkinson, Department of Transportation  
Joel Wulf, Department on Aging

### **MEMBERS ABSENT**

Jessica Holmes, Department of Revenue  
Michael Marshall, Legislative Branch (Senate)  
Charlie Smithson, Legislative Branch (House)

### **OTHER ATTENDEES**

Jeannie Adams, DAS  
Lon Anderson, DAS  
Matt Behrens, DAS  
Denise Drake, DAS, responsible for taking meeting minutes  
Jolene Ericksen, ABD  
Jeff Franklin, DAS  
Tera Granger, DAS  
Ed Holland, DAS  
Caleb Hunter, DAS  
Ryan Lamb, DAS  
Kathy Mabie, DOM  
Michelle Minnehan Golightly, DAS  
Calvin McKelvogue, DAS

Danielle Plogmann, DHR  
Jolene Richeson, DNR  
Lorrie Tritch, DAS  
Robert von Wolffradt, DOM  
Nancy Williams, DAS  
Doug Woodley, DAS

## **AGENDA ITEMS**

- I. The meeting was called to order at 3:00 p.m. by Chair David Roederer.
- II. Chair Roederer asked everyone in the room to introduce themselves and roll call was taken.
- III. **MOTION:** Margaret Thomson made a motion to approve the meeting minutes of July 27, 2011.
  - A. Steve Larson seconded the motion.
  - B. Motion passed with no abstentions.
- IV. DAS Director Mike Carroll discussed the *FY 13/14/15 Methodologies and Rates*.
  - A. Chair David Roederer asked members to take this information very seriously and reminded them it was their job to take this information back to the agencies they represent.
  - B. Some members responded that they didn't really know what agencies they represent and asked for an updated list of small, medium, and large agencies, as well as the Director's name. DAS will provide this information and include it on the website.
  - C. Lee Wilkinson noted in previous years (not last year) that agencies had received "impact statements" for their agencies, and asked for that information for this year.
  - D. Director Carroll went through the "Customer Council Notes" provided to members and guests. He explained each item in detail, taking questions from members as he proceeded through the notes.
  - E. The "DAS Utility Services FY13, Revised FY13 & new FY14" document was previously provided to members and copies were available for guests. Director Carroll asked Lorrie Tritch/ITE to present the items in this document to members and guests. Ms. Tritch and Director Carroll responded to questions about the services from members.
  - F. Lee Wilkinson/DOT reminded everyone that on the Utility Rate sheet, the DOT does not utilize everything from email down to ITE items. Director Carroll noted these costs must be in DOT's FY14 budget, as you will be paying for them. In answering further questions from Mr. Wilkinson, Chair Roederer indicated we will be getting back to him, noting that they are doing a two-year budget and the four largest agencies will have the highest costs.
  - G. Cindy Axne/DNR questioned the consolidation plan, asking what the date will be. Information on this will be forthcoming. Chair Roederer advised he will be meeting with various agencies to discuss their questions and concerns.

- H. Ms. Axne/DNR asked when they would receive an updated Service Level Agreement and Margaret Thompson/Agriculture echoed that question. Michelle Minnehan Golightly and Ryan Lamb will be meeting with each of them to discuss their concerns.
  - I. Members asked for time to meet with their assigned agencies prior to approval of the rates and methodologies. A meeting is to be set up in approximately ten days for the DAS Customer Council to meet.
- V. Comments by Members
- A. No additional comments were made.
- VI. Future Meeting Schedule
- A. Another meeting will be scheduled in approximately ten days.
- VII. Future Agenda Items
- A. FY 13/14/15 Methodologies and Rates Approval.
- VIII. **ADJOURNMENT** – Meeting adjourned at 4:15 p.m. (**MOTION**: Margaret Thompson made a motion to adjourn; Lee Wilkinson seconded the motion; motion passed.)